DECISION SCIENCES Journal

VOLUME 36 AUTHOR INDEX

Abdinnour-Helm, Sue F., Chaparro, Barbara S., & Farmer, Steven M. *Using the End-User Computing Satisfaction (EUCS) Instrument to Measure Satisfaction with a Web Site*. *36*(2), 341-364.

Arcelus, F. J., Kumar, Satyendra, & Srinivasan, G. *Retailer's Response to Alternate Manufacturer's Incentives Under a Single-Period, Price-Dependent, Stochastic-Demand Framework*. *36*(4), 599-626.

Baker, Tim, & Collier, David A. *The Economic Payout Model for Service Guarantees*. *36*(2), 197-220.

Baker, Tim, & Murthy, Nagesh N. *Viability of Auction-Based Revenue Management in Sequential Markets*. *36*(2), 259-286.

Barut, Mehmet, & Sridharan, V. *Revenue Management in Order-Driven Production Systems*. *36*(2), 287-316.

Bou-Llusar, Juan Carlos. See: Escrig-Tena, Ana Belén, & Bou-Llusar, Juan Carlos. *A Model for Evaluating Organizational Competencies: An Application in the Context of a Quality Management Initiative*. *36*(2), 221-257.

Boyer, Kenneth K., & Hult, G. Tomas M. *Customer Behavior in an Online Ordering Application: A Decision Scoring Model*. *36*(4), 569-598.

Chaparro, Barbara S. See: Abdinnour-Helm, Sue F., Chaparro, Barbara S., & Farmer, Steven M. *Using the End-User Computing Satisfaction (EUCS) Instrument to Measure Satisfaction with a Web Site*. *36*(2), 341-364.

Chwolka, Anne. See: Jahnke, Hermann, Chwolka, Anne, & Simons, Dirk. *Coordinating Service-Sensitive Demand and Capacity by Adaptive Decision Making: An Application of Case-Based Decision Theory*. *36*(1), 1-32.

Collier, David A. See: Baker, Tim, & Collier, David A. *The Economic Payout Model for Service Guarantees*. *36*(2), 197-220.

Easton, Fred F., & Goodale, John C. *Schedule Recovery: Unplanned Absences in Service Operations*. *36*(3), 459-488.

Escrig-Tena, Ana Belén, & Bou-Llusar, Juan Carlos. *A Model for Evaluating Organizational Competencies: An Application in the Context of a Quality Management Initiative*. *36*(2), 221-257.

Farmer, Steven M. See: Abdinnour-Helm, Sue F., Chaparro, Barbara S., & Farmer, Steven M. *Using the End-User Computing Satisfaction (EUCS) Instrument to Measure Satisfaction with a Web Site*. *36*(2), 341-364.

Field, Joy M., & Sinha, Kingshuk K. *Applying Process Knowledge for Yield Variation Reduction: A Longitudinal Field Study*. *36*(1), 159-186.

Gao, Li-Lian. See: Robinson Jr., E. Powell, Sahin, Funda, & Gao, Li-Lian. *The Impact of E-Replenishment Strategy on Make-to-Order Supply Chain Performance*. *36*(1), 33-64.

Goodale, John C. See: Easton, Fred F., & Goodale, John C. *Schedule Recovery: Unplanned Absences in Service Operations*. *36*(3), 459-488.

Gopal, Ram, Thompson, Steven, Tung, Y. Alex, & Whinston, Andrew B. *Managing Risks in Multiple Online Auctions: An* Options *Approach*. *36*(3), 397-425.

Grover, Varun. See: Saeed, Khawaja A., Malhotra, Manoj K., & Grover, Varun. *Examining the Impact of Interorganizational Systems on Process Efficiency and Sourcing Leverage in Buyer–Supplier Dyads*. *36*(3), 365-396.

Hämäläinen, Raimo P. See: Mustajoki, Jyri, Hämäläinen, Raimo P., & Salo, Ahti. *Decision Support by Interval SMART/SWING—Incorporating Imprecision in the SMART and SWING Methods*. *36*(2), 317-339.

Hsieh, Ping-Jung. See: Lin, Chinho, Tan, Bertram, & Hsieh, Ping-Jung. *Application of the Fuzzy Weighted Average in Strategic Portfolio Management*. *36*(3), 489-511.

Hult, G. Tomas M. See: Boyer, Kenneth K., & Hult, G. Tomas M. *Customer Behavior in an Online Ordering Application: A Decision Scoring Model. 36*(4), 569-598.

Jahnke, Hermann, Chwolka, Anne, & Simons, Dirk. *Coordinating Service-Sensitive Demand and Capacity by Adaptive Decision Making: An Application of Case-Based Decision Theory. 36*(1), 1-32.

Jayaram, Jayanth. See: Koufteros, Xenophon, Vonderembse, Mark, & Jayaram, Jayanth. *Internal and External Integration for Product Development: The Contingency Effects of Uncertainty, Equivocality, and Platform Strategy. 36*(1), 97-133.

Khouja, Moutaz, & Kumar, Ram L. *Acquisition of Telecommunications Bandwidth under Economies of Scale in Size and Duration of Contracts. 36*(1), 135-158.

Kim, Soo Wook. See: Swink, Morgan, Narasimhan, Ram, & Kim, Soo Wook. *Manufacturing Practices and Strategy Integration: Effects on Cost Efficiency, Flexibility, and Market-Based Performance. 36*(3), 427-457.

Kim, Sung S., & Malhotra, Naresh K. *Predicting System Usage from Intention and Past Use: Scale Issues in the Predictors. 36*(1), 187-196.

Koufteros, Xenophon, Vonderembse, Mark, & Jayaram, Jayanth. *Internal and External Integration for Product Development: The Contingency Effects of Uncertainty, Equivocality, and Platform Strategy. 36*(1), 97-133.

Kumar, Ram L. See: Khouja, Moutaz, & Kumar, Ram L. *Acquisition of Telecommunications Bandwidth under Economies of Scale in Size and Duration of Contracts. 36*(1), 135-158.

Kumar, Satyendra. See: Arcelus, F. J., Kumar, Satyendra, & Srinivasan, G. *Retailer's Response to Alternate Manufacturer's Incentives Under a Single-Period, Price-Dependent, Stochastic-Demand Framework. 36*(4), 599-626.

Lin, Chinho, Tan, Bertram, & Hsieh, Ping-Jung. *Application of the Fuzzy Weighted Average in Strategic Portfolio Management. 36*(3), 489-511.

Malhotra, Manoj K. See: Saeed, Khawaja A., Malhotra, Manoj K., & Grover, Varun. *Examining the Impact of Interorganizational Systems on Process Efficiency and Sourcing Leverage in Buyer–Supplier Dyads. 36*(3), 365-396.

Malhotra, Naresh K. See: Kim, Sung S., & Malhotra, Naresh K. *Predicting System Usage from Intention and Past Use: Scale Issues in the Predictors. 36*(1), 187-196.

Muralidhar, Krishnamurty, & Sarathy, Rathindra. *An Enhanced Data Perturbation Approach for Small Data Sets. 36*(3), 513-529.

Murthy, Nagesh N. See: Baker, Tim, & Murthy, Nagesh N. *Viability of Auction-Based Revenue Management in Sequential Markets. 36*(2), 259-286.

Mustajoki, Jyri, Hämäläinen, Raimo P., & Salo, Ahti. *Decision Support by Interval SMART/SWING—Incorporating Imprecision in the SMART and SWING Methods. 36*(2), 317-339.

Narasimhan, Ram. See: Swink, Morgan, Narasimhan, Ram, & Kim, Soo Wook. *Manufacturing Practices and Strategy Integration: Effects on Cost Efficiency, Flexibility, and Market-Based Performance. 36*(3), 427-457.

Robinson Jr., E. Powell, Sahin, Funda, & Gao, Li-Lian. *The Impact of E-Replenishment Strategy on Make-to-Order Supply Chain Performance. 36*(1), 33-64.

Sabherwal, Rajiv, & Sabherwal, Sanjiv. *Knowledge Management Using Information Technology: Determinants of Short-Term Impact on Firm Value. 36*(4), 531-567.

Sabherwal, Sanjiv. See: Sabherwal, Rajiv, & Sabherwal, Sanjiv. *Knowledge Management Using Information Technology: Determinants of Short-Term Impact on Firm Value. 36*(4), 531-567.

Saeed, Khawaja A., Malhotra, Manoj K., & Grover, Varun. *Examining the Impact of Interorganizational Systems on Process Efficiency and Sourcing*

Leverage in Buyer–Supplier Dyads. 36(3), 365-396.

Sahin, Funda. See: Robinson Jr., E. Powell, Sahin, Funda, & Gao, Li-Lian. *The Impact of E-Replenishment Strategy on Make-to-Order Supply Chain Performance. 36*(1), 33-64.

Salo, Ahti. See: Mustajoki, Jyri, Hämäläinen, Raimo P., & Salo, Ahti. *Decision Support by Interval SMART/SWING—Incorporating Imprecision in the SMART and SWING Methods. 36*(2), 317-339.

Sarathy, Rathindra. See: Muralidhar, Krishnamurty, & Sarathy, Rathindra. *An Enhanced Data Perturbation Approach for Small Data Sets. 36*(3), 513-529.

Simons, Dirk. See: Jahnke, Hermann, Chwolka, Anne, & Simons, Dirk. *Coordinating Service-Sensitive Demand and Capacity by Adaptive Decision Making: An Application of Case-Based Decision Theory. 36*(1), 1-32.

Sinha, Kingshuk K. See: Field, Joy M., & Sinha, Kingshuk K. *Applying Process Knowledge for Yield Variation Reduction: A Longitudinal Field Study. 36*(1), 159-186.

Sridharan, V. See: Barut, Mehmet, & Sridharan, V. *Revenue Management in Order-Driven Production Systems. 36*(2), 287-316.

Srinivasan, G. See: Arcelus, F. J., Kumar, Satyendra, & Srinivasan, G. *Retailer's Response to Alternate Manufacturer's Incentives Under a Single-Period, Price-Dependent, Stochastic-Demand Framework. 36*(4), 599-626.

Swink, Morgan, Narasimhan, Ram, & Kim, Soo Wook. *Manufacturing Practices and Strategy Integration: Effects on Cost Efficiency, Flexibility, and Market-Based Performance. 36*(3), 427-457.

Tan, Bertram. See: Lin, Chinho, Tan, Bertram, & Hsieh, Ping-Jung. *Application of the Fuzzy Weighted Average in Strategic Portfolio Management. 36*(3), 489-511.

Thompson, Steven. See: Gopal, Ram, Thompson, Steven, Tung, Y. Alex, & Whinston, Andrew B. *Managing Risks in Multiple Online Auctions: An* Options *Approach. 36*(3), 397-425.

Tung, Y. Alex. See: Gopal, Ram, Thompson, Steven, Tung, Y. Alex, & Whinston, Andrew B. *Managing Risks in Multiple Online Auctions: An* Options *Approach. 36*(3), 397-425.

van der Vorst, J. G. A. J. See: van der Zee, D. J., & van der Vorst, J. G. A. J. *A Modeling Framework for Supply Chain Simulation: Opportunities for Improved Decision-Making. 36*(1), 65-95.

van der Zee, D. J., & van der Vorst, J. G. A. J. *A Modeling Framework for Supply Chain Simulation: Opportunities for Improved Decision-Making. 36*(1), 65-95.

Vonderembse, Mark. See: Koufteros, Xenophon, Vonderembse, Mark, & Jayaram, Jayanth. *Internal and External Integration for Product Development: The Contingency Effects of Uncertainty, Equivocality, and Platform Strategy. 36*(1), 97-133.

Wang, Qinan. *Discount Pricing Policies and the Coordination of Decentralized Distribution Systems. 36*(4), 627-646.

Whinston, Andrew B. See: Gopal, Ram, Thompson, Steven, Tung, Y. Alex, & Whinston, Andrew B. *Managing Risks in Multiple Online Auctions: An* Options *Approach. 36*(3), 397-425.

Acquisition of Telecommunications Bandwidth under Economies of Scale in Size and Duration of Contracts. Moutaz Khouja & Ram L. Kumar, *36*(1), 135-158.

Application of the Fuzzy Weighted Average in Strategic Portfolio Management. Chinho Lin, Bertram Tan, & Ping-Jung Hsieh, *36*(3), 489-511.

Applying Process Knowledge for Yield Variation Reduction: A Longitudinal Field Study. Joy M. Field & Kingshuk K. Sinha, *36*(1), 159-186.

Coordinating Service-Sensitive Demand and Capacity by Adaptive Decision Making: An Application of Case-Based Decision Theory. Hermann Jahnke, Anne Chwolka, & Dirk Simons, *36*(1), 1-32.

Customer Behavior in an Online Ordering Application: A Decision Scoring Model. Kenneth K. Boyer & G. Tomas M. Hult, *36*(4), 569-598.

Decision Support by Interval SMART/SWING—Incorporating Imprecision in the SMART and SWING Methods. Jyri Mustajoki, Raimo P. Hämäläinen, & Ahti Salo, *36*(2), 317-339.

Discount Pricing Policies and the Coordination of Decentralized Distribution Systems. Qinan Wang, *36*(4), 627-646.

Economic Payout Model for Service Guarantees, The. Tim Baker & David A. Collier, *36*(2), 197-220.

Enhanced Data Perturbation Approach for Small Data Sets, An. Krishnamurty Muralidhar & Rathindra Sarathy, *36*(3), 513-529.

Examining the Impact of Interorganizational Systems on Process Efficiency and Sourcing Leverage in Buyer–Supplier Dyads. Khawaja A. Saeed, Manoj K. Malhotra, & Varun Grover, *36*(3), 365-396.

Impact of E-Replenishment Strategy on Make-to-Order Supply Chain Performance, The. E. Powell Robinson Jr., Funda Sahin, & Li-Lian Gao, *36*(1), 33-64.

Internal and External Integration for Product Development: The Contingency Effects of Uncertainty, Equivocality, and Platform Strategy. Xenophon Koufteros, Mark Vonderembse, & Jayanth Jayaram, *36*(1), 97-133.

Knowledge Management Using Information Technology: Determinants of Short-Term Impact on Firm Value. Rajiv Sabherwal & Sanjiv Sabherwal, *36*(4), 531-567.

Managing Risks in Multiple Online Auctions: An Options *Approach.* Ram Gopal, Steven Thompson, Y. Alex Tung, & Andrew B. Whinston, *36*(3), 397-425.

Manufacturing Practices and Strategy Integration: Effects on Cost Efficiency, Flexibility, and Market-Based Performance. Morgan Swink, Ram Narasimhan, & Soo Wook Kim, *36*(3), 427-457.

Model for Evaluating Organizational Competencies: An Application in the Context of a Quality Management Initiative, A. Ana Belén Escrig-Tena & Juan Carlos Bou-Llusar, *36*(2), 221-257.

Modeling Framework for Supply Chain Simulation: Opportunities for Improved Decision-Making, A. D. J. van der Zee & J. G. A. J. van der Vorst, *36*(1), 65-95.

Predicting System Usage from Intention and Past Use: Scale Issues in the Predictors. Sung S. Kim & Naresh K. Malhotra, *36*(1), 187-196.

Retailer's Response to Alternate Manufacturer's Incentives Under a Single-Period, Price-Dependent, Stochastic-Demand Framework. F. J. Arcelus, Satyendra Kumar, & G. Srinivasan, *36*(4), 599-626.

Revenue Management in Order-Driven Production Systems. Mehmet Barut & V. Sridharan, *36*(2), 287-316.

Schedule Recovery: Unplanned Absences in Service Operations. Fred F. Easton & John C. Goodale, *36*(3), 459-488.

Using the End-User Computing Satisfaction (EUCS) Instrument to Measure

Satisfaction with a Web Site. Sue F. Abdinnour-Helm, Barbara S. Chaparro, & Steven M. Farmer, *36*(2), 341-364.

Viability of Auction-Based Revenue Management in Sequential Markets. Tim Baker & Nagesh N. Murthy, *36*(2), 259-286.

After-Sales Services, *36*, 1
Auctions, *36*, 259
Bandwidth Acquisition, *36*, 135
Buyer–Supplier Relationships, *36*, 366
Calculus, *36*, 197
Capacity Planning, *36*, 1
Case-Based Decision Theory, *36*, 1
Causal Models, *36*, 221
Competencies, *36*, 221
Computer-Recorded System Usage, *36*, 187
Confidentiality, *36*, 513
Confirmatory Factor Analysis, *36*, 341
Contingency Theory, *36*, 97, 531
Contracting Policy, *36*, 135
Customer Service, *36*, 197
Data Masking, *36*, 513
Data Sharing, *36*, 513
Database Design, *36*, 513
Database Management, *36*, 513
Database Security, *36*, 513
Decision Analysis, *36*, 1
Decision Making, *36*, 287
Decision Support Systems, *36*, 65, 317
Demand/Capacity Management, *36*, 287
E-Business, *36*, 33
E-Commerce, *36*, 569
End-User Computing, *36*, 341
Event Study, *36*, 531
Experimental Design, *36*, 287
Fuzzy Weighted Average, *36*, 489
Grocery Home Delivery, *36*, 569
Heuristic, *36*, 287
Hospital Management, *36*, 513
Imprecision, *36*, 317
Integer Linear Programming, *36*, 489
Integration, *36*, 97
Internet Ordering, *36*, 569
Interorganizational Systems, *36*, 366
Invariance Analysis, *36*, 341
Knowledge Creation, *36*, 531
Knowledge Management, *36*, 531
Knowledge Sharing, *36*, 531
Knowledge-Based Theory of the Firm, *36*, 531
Labor and Staff Planning, *36*, 459
Longitudinal Field Study, *36*, 159
Longitudinal Research, *36*, 569
Market Efficiency, *36*, 397
Marketing/Pricing, *36*, 599
Mathematical Programming/Optimization, *36*, 459
Measurement Instrument, *36*, 221
MIS/OM Interface, *36*, 33
Multicriteria Decision Making, *36*, 317
Multivariate Statistics, *36*, 513
New Product Development, *36*, 97
Newsvendor Problem, *36*, 599
Nonlinear Optimization, *36*, 599
Objective Measure, *36*, 187
Online Auctions, *36*, 397
Operations Strategy, *36*, 427
Operations/Inventory/Supply Chain Management, *36*, 599
Operations/Marketing Interface, *36*, 599
Operations, *36*, 197
Options, *36*, 397
Order Fulfillment, *36*, 569
Organizational Learning, *36*, 531
Performance Evaluation, *36*, 287
Perturbation, *36*, 513
Portfolio Matrix, *36*, 489
Price-Dependent Demand, *36*, 599
Pricing Policy, *36*, 627
Pricing, *36*, 1, 259
Privacy, *36*, 513
Process Knowledge, *36*, 159
Purchasing, *36*, 33
Quality Management (QM), *36*, 221
Quantity Discounts, *36*, 627
Queueing Theory, *36*, 1
Revenue Management, *36*, 287
Risk Management, *36*, 397
Self-reported Usage, *36*, 187
Service Guarantees, *36*, 197
Service Operations, *36*, 259, 459
Service Quality, *36*, 569
Simulation, *36*, 65, 397
Staff Planning, *36*, 459
Strategic Portfolio Management, *36*, 489
Strategy, *36*, 221
Structural Equation Modeling, *36*, 97
Subjective Measure, *36*, 187
Supply Chain Coordination, *36*, 627
Supply Chain Design, *36*, 366
Supply Chain Management, *36*, 33, 65
Survey Research/Design, *36*, 366
Survey Research, *36*, 427
Survey, *36*, 341

System Usage, *36*, 187
Systems Development Methodologies, *36*, 513
Time Series Analysis, *36*, 159
Trade Incentives, *36*, 599
Uncertainty Modeling, *36*, 317
Usability, *36*, 341
Volume Discounts, *36*, 627
Warranties, *36*, 197
Web-Site Satisfaction, *36*, 341
Workforce Scheduling, *36*, 459
Yield Variation Reduction, *36*, 159